



**Aetna Better Health[®]
of Kentucky**

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Provider Engagement Updates and Resources

Aetna Better Health of Kentucky has enhanced our **Provider Engagement (PE) model** to strengthen how we support and partner with our provider network. These improvements better align engagement activities with provider needs, utilization patterns, and network support opportunities.

As part of this update, **claims research and triage have transitioned to a dedicated, specialized claims team**. This allows our Provider Engagement team to focus more fully on provider education, operational support, relationship management, and value-based collaboration.

How to Contact Us

ALL Claims Issues:

All claims-related inquiries **must be sent** to KYProviderRelations@aetna.com

This centralized mailbox allows requests to be efficiently triaged and assigned to the appropriate claims specialists.

Provider Services:

For questions related to **claim status, benefits, appeals, or utilization management**, please call **1-855-300-5528** - Monday–Friday, 7:00 AM–7:00 PM ET

Contracting and Credentialing:

Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com.

This specialized team is best equipped to assist with these requests.



Additional Support:

If you have other questions or need further assistance, please contact your **assigned Network Manager** using the contact information listed for your region and provider type.


Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

- **Health Plan Website** - The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website. Visit the Website at: AetnaBetterHealth.com/Kentucky
- **EFT/ERA Registration Services (EERS)** – These services allow a better and more streamlined way for our providers to access enrollment in electronic payment services. - To enroll in EERS, please visit ECHO Health at: ECHO Health
- **Availity** -Simplifies provider transactions such as electronic data exchange, prior authorization requests, claim status, and member inquiries.
Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>

Providers Listed Below	Contact Information
<p>Systems including:</p> <ul style="list-style-type: none"> - Baptist Health - Cumberland Family Medical Center - KentuckyOne/CHI - Murray-Calloway - Owensboro Health - Village MD <ul style="list-style-type: none"> - Cincinnati Children’s Hospital - Graves Gilbert - LifePoint - Norton - Vanderbilt 	 <p style="text-align: center;">Gina Gullo Sr. Network Manager 502-612-9958 Rlgullo@aetna.com</p>
Providers Listed Below	Contact Information
<p>Independent Provider Associations</p> <ul style="list-style-type: none"> • Association of Primary Care Physicians / The Physician Network • Kentucky Primary Care <p>Systems including:</p> <ul style="list-style-type: none"> - Appalachian Regional Health - Lewis County Primary Care - University of Kentucky <ul style="list-style-type: none"> - Face Pace Kentucky PLLC - St. Elizabeth Healthcare - University of Louisville 	 <p style="text-align: center;">Trista Gibson Sr. Network Manager 606-305-2705 GibsonT1@aetna.com</p>

Territory	Contact
<p>Supporting Kentucky Youth (SKY) Liaison – Statewide</p> <p>Primary Care Providers located in:</p> <p>Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton All out of state providers, not otherwise listed below.</p> <p>ABHKY contracted providers located in Ohio</p>	 <p>Michelle Marris Sr. Network Manager 859-221-4737 MarrisM@aetna.com</p>
Territory	Contact
<p>Primary Care Provider located in:</p> <p>Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster Region 3 - Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p>ABHKY contracted providers located in Indiana & Tennessee</p>	<p>OPEN</p>
Territory	Contact
<p>Primary Care Provider located in:</p> <p>Region 4 - Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>ABHKY contracted providers located in Virginia</p>	 <p>Alicia Arnett Network Manager 606-595-1512 ArnettA@aetna.com</p>

Territory	Contact
<p>Primary Care Provider located in:</p> <p>Region 5 - Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p> <p>Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>ABHKY providers located in West Virginia</p>	 <p>Dee Palmer Network Manager 859-753-7294 Dametrus.Palmer@aetna.com</p>
Territory	Contact
<p>All other providers (not listed above) located in:</p> <p>Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken</p> <p>Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Region 3 - Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p>Region 4 - Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>ABHKY contracted providers located in Indiana & Tennessee</p>	 <p>Jennifer Hardin Network Manager 606-240-0120 HardinJ@aetna.com</p>
Territory	Contact
<p>All other providers (not listed above) located in:</p> <p>Region 5 - Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p> <p>Region 6 - Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>ABHKY contracted providers located in Ohio, West Virginia and Virginia</p>	 <p>Shawna Sharp Network Manager 606-359-9955 sharps@aetna.com</p>

Territory – Behavioral Health	Contact
<p>Community Mental Health Centers – Statewide</p> <ul style="list-style-type: none"> - Adanta - Communicare - Comprehend - Cumberland River - Four Rivers - Kentucky River - LifeSkills - Mt. Comp - New Vista - Pathways - NorthKey - River Valley - Seven Counties <p>Certified Community Behavioral Health Clinics</p>	 <p>Holly Smith Network Manager 815-641-7411 SmithH3@aetna.com</p>
Territory – Behavioral Health	Contact
<p>Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall, McCracken</p> <p>Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p> <p>Region 3 - Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p>Region 4 -Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p> <p>ABHKY contracted providers located in Indiana & Tennessee</p>	 <p>Christi Atkinson Network Manager 859-321-0775 AtkinsonC1@aetna.com</p>
Territory – Behavioral Health	Contact
<p>Region 5 - Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p> <p>Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>ABHKY contracted providers located in Ohio, West Virginia and Virginia</p>	<p>OPEN</p>

Supervisor, Network Management

Contact Information	
Krystal Risner 606-687-0310 RisnerK@aetna.com	

Ld. Director, Network Management

Contact Information	
JoAnn Marston 859-669-6217 MarstonJ@aetna.com	

Network Notices - We have moved to a web-based application allowing us to share more information with you as needed. If you don't currently receive our notices, please take just a minute to sign up. Visit us at: <https://lp.constantcontactpages.com/su/Y4DwUms>

